

Policy 7.01 Plan and Progress Report

July , 2012 to June 30, 2013

Region 2 / Seattle DCS

Muckleshoot Tribe

Plan Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to OIP) of each year.

Implementation Plan				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status Update for the Fiscal Year Starting Last July 1
1. Monitor Information technology capacity to ensure fastest service possible. Support Enforcement Management System (SEMS) on site at the Muckleshoot Resource Center	Continue to look for ways to speed up technology to improve service to tribal members	Enhanced resources for individual tribal members who have questions about child support cases	Cassandra Parlee 206-341-7175	PROJECT COMPLETE! SEMS is available for use at each outreach visit.
2. Prepare for Tribal TANF	Coordinate best practices with Tacoma DCS and learn what worked well with Port Gamble S'Klallam Tribe in an effort to avoid problems If necessary, during Tribal TANF start-up, additional outreach visits may be necessary for training and transition.	A smooth transition to Tribal TANF	Cassandra Parlee 206-341-7175	New Goal

3. Gathering Data	<p>Begin tracking data on the number of visitors, modification and conference board requests at the Muckleshoot Resource Center.</p> <p>Differentiate Muckleshoot visitors from other visitors at the Muckleshoot Resource Center in regards to child support.</p> <p>Send quarterly performance measures to Sharon Curley.</p>	Progress Report	<p>Cassandra Parlee 206-341-7175</p>	<p>Ongoing.</p> <p>Child support visitors April 2011 – February 2012:</p> <p>19 total visitors 15 Custodial Parents (CP) 3 Non-custodial parents (NCP) 1 case neither CP or NCP 11 mothers 4 fathers 2 aunts</p>
4. Staff cases	<p>Build process for “case staffings”</p> <ul style="list-style-type: none"> Tribal member and Social Worker meet with DCS <p>OR</p> <ul style="list-style-type: none"> Social Worker meets with DCS after getting a signed release from tribal member to discuss case <p>Identify options for tribal members</p> <p>Assist tribal members in locating necessary resources.</p> <p>Assist tribal members in completing forms and paperwork.</p> <p>Continue to verify the integrity of the debt on child support cases.</p> <p>Continue to provide options for adjusting child support debt that did not consider variations of wages previously for tribal members.</p>	<p>Improved understanding of child support case issues</p> <p>Resolution of individual case issues</p>	<p>Cassandra Parlee 206-341-7175</p> <p>Christopher Tabor (backup) 206-341-7221</p> <p>Sharon Curley will assist with releases if necessary</p>	<p>An informal process with the Muckleshoot Social Workers is ongoing; Cassandra has developed a relationship with and will continue to communicate with ICW staff and Muckleshoot Job Corp case managers as needed about clients’ needs.</p> <p>Cassandra is available to assist with a more formal arrangement at the request of the Muckleshoot Tribe.</p> <p>Cassandra continues to make monthly visits to the Muckleshoot Resource Center to provide in-person services to tribal members on the third Wednesday of every month. Accessibility was enhanced by coordinating with the Auburn CSO outreach worker to be at the Muckleshoot Resource Center on the same day.</p>

				Outreach has been successful. Cassandra has been increasingly meeting with more clients for consultation as her presence at the resource center becomes more known.
5. Create tribal child support resource for members – Tribal Advocate	<p>Identify 2-4 tribal members willing to learn some technical child support processes – “Tribal Advocates”</p> <p>Invite Advocates to Seattle DCS child support academy, administrative hearings, conference boards, job shadows.</p> <p>Invite Advocates to visit Divine Alternative for Dads Services (D.A.D.S.).</p> <p>DCS will assist the Tribe in locating court facilitator resources in South King County.</p>	Create Tribal child support experts at request of Tribal member	Cassandra Parlee 206-341-7175	<p>If a Tribal employee or member expresses interest, Cassandra will be able to coordinate any appropriate activities.</p> <p>Provide 211 information at Resource Center</p> <p>Provide fatherhood information for members with children in Foster Care</p>
6. Facilitate Tribal collaboration in obtaining grants	Assist Tribe in developing proposals by forwarding grant information on fatherhood issues.	Increased awareness of local partnerships for collaboration on grant proposals	Cassandra 206-341-7175	DCS is available to facilitate if Muckleshoot Tribe expresses interest.
7. Enhance member participation in judicial and administrative child support hearings.	<p>Seattle DCS will notify the Tribal members each time there is a hearing about a child support order.</p> <p>Claims officers will call and/or write the parent to discuss upcoming administrative hearings.</p>	Increased customer participation in establishing and modifying their support orders.	<p>Cassandra Parlee 206-341-7175</p> <p>Kevin Lee 206-341-7243 (or other</p>	Letters with administrative hearing information are mailed to parent’s last known address. Letters provide DCS employee name and direct telephone number.

	Tribal Liaison will investigate available training and instructional opportunities with court and family law resources.		claims officers)	<p>Cassandra will track hearings and call parent ahead of time when possible.</p> <p>All members who request that Cassandra remind them will receive reminder calls. Telephone numbers are essential for reminders calls.</p>
8. Ensure efforts are made to recruit/hire American Indian staff to meet the overall DSHS goal of having a diverse workforce.	Due to budget constraints, DCS has had very limited hiring opportunities.	Facilitate Tribal member employment within the State government.	<p>Cassandra Parlee 206-341-7175</p> <p>Brady Rossnagle 360-664-5031</p>	<p>The liaison will bring recruiting materials for local hiring to the Muckleshoot Resource Center while doing outreach.</p> <p>Brady Rossnagle forwards emails regarding some Tribal/State job postings to Sharon Curley (such as HQ or OIP openings).</p> <p>Contacted Muckleshoot regarding Support Enforcement Officer positions in January 2012</p>
9. Find relief for Tribal Members who are subject to high fees while using DCS services through US Bank.	<p>DCS will investigate about fees assessed by the bank for DCS Card Use.</p> <p>DCS will look into offering alternatives to Tribal Members who want to avoid such fees, such as providing direct deposit applications, or working with DCS EFT Unit in State Office to arrange for checks to be sent in lieu of the card.</p>	Provide answers regarding DCS Card, fees, and alternative options.	Cassandra Parlee 206-341-7175	<p>Project Complete</p> <p>Supply of the new flyer regarding bank charges stocked at the Muckleshoot Resource Center.</p> <p>Solution: tribal members may contact Cassandra to request that their DCS Reliacard account be closed and direct deposit initiated.</p>

10. Increased communication about Liaison outreach to the Muckleshoot Community.	<p>Make sure Liaison's cards are always available at Muckleshoot Resource Center.</p> <p>Send emails to Tribe employees who express interest in reminders regarding upcoming outreach dates (i.e. the Weds or Thurs before each visit).</p> <p>Continue to advertise about outreach in Muckleshoot publications via John Loftus</p> <p>Attend Health Clinic fairs and other events.</p>	Increased awareness and usage of DCS outreach.	Cassandra Parlee 206-341-7175	<p>Cassandra provides consistent reminders of visits to Muckleshoot Resource Center through letters and telephone calls.</p> <p>Cassandra has outreach information listed at the Muckleshoot Resource Center and verifies the date of visits with Sharon Curley.</p> <p>Cassandra mails John information for publication about when Child Support services are available at the Muckleshoot Resource Center.</p>
Introduce the new Seattle Division of Child Support District Manager	<p>Sylvia Flores (currently the Yakima DM) will assume the Seattle FO DM position, moving from a span of control of 41 to 86 FTEs and eliminating the DM position in Yakima.</p> <p>Sylvia will continue to work with the Yakima FO Tribal Team and the Yakama Nation, in addition to working with the Seattle FO Tribal Liaison, the Muckleshoot Tribe, Snoqualmie Tribe, Seattle Indian Health Board, and the United Indians of All Tribes Foundation.</p>	Effective April 1, 2012 Sylvia will begin working in Seattle and look forward to meeting with the Muckleshoot Tribe	206-341-7247	In the process of setting up

Introduce new Tribal Staff	Christopher Tabor Support Enforcement Officer 2 Seattle Division of Child Support Tribal Liaison Back Up	Christopher joined the Tribal Liaison Team March 1 and he is looking forward to meeting with the Muckleshoot Tribe	206-341-7221	In process of being set up.
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